

GROUP RESERVATION POLICIES

All gatherings must be communicated in advance and approved by management.

Depending on your group's plans, larger gatherings, such as those with extra guests, decorations, vendors, or sound equipment, may need to be coordinated through our Event Department as management will determine when event coordination is required. This helps ensure your gathering runs smoothly and complies with county guidelines. Unauthorized events may be subject to additional fees.

Definition:

A reservation of four or more cabins or three or more lodges is considered a group reservation.

Check-In & Check-Out:

- Check-in: 4:00 PM
- Check-out: 10:00 AM
- Earlier check-ins may be available but are not guaranteed.
- A balance or required security deposit must be paid before check-in.
- If someone other than the responsible party is going to check in we need prior authorization.

Payments:

- A minimum of half the reservation total is due at booking.
- All 3-bedroom and smaller cabins must be paid in full 30 days prior to arrival.
- Lodges follow their standard payment policies.
- The card on file will be automatically charged when payment is due unless otherwise arranged.

Cancellations:

- Cancellation periods are double the standard policy for each cabin size (excluding lodges).
- Cancellations must be made by phone with a Pine Rose reservationist.
- No cancellations or changes are accepted by mail, email, or voicemail.
- If canceled within the policy period, a refund is issued minus the cancellation fee.
- If canceled after the policy period, the full deposit is forfeited.

Security Deposits:

- \$100 per cabin in a group reservation (due at check-in by credit card only).
- Lodges follow their standard security deposit requirements.
- Security deposits must be done with a credit card at time of check in or by a check as long as it is received 2 weeks prior to arrival.

Occupancy:

- Each cabin has a maximum occupancy that includes all guests and visitors.
- Exceeding occupancy may result in eviction without refund.
- Day visitors or events must be approved in advance.

Guest Relations Manager

April Dufour ♦ april@pinerosecabins.com ♦ 909-247-1394